



Yorkshire & Humberside Service
Report

September 2016



Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

Average Availability - HE & FE



Average Availability of HE & FE Services in Yorkshire & Humberside

Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	0	99.90%	516	99.95%	22	99.95%	264
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 09m		1.39		5h 39m		0.67	
Based on 186 faults over the last 24 months				Based on 1199 faults over the last 24 months			

NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

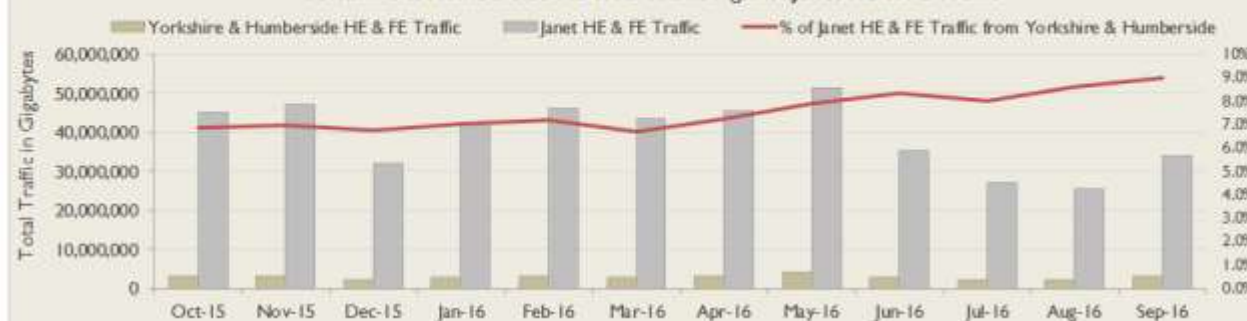
Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted

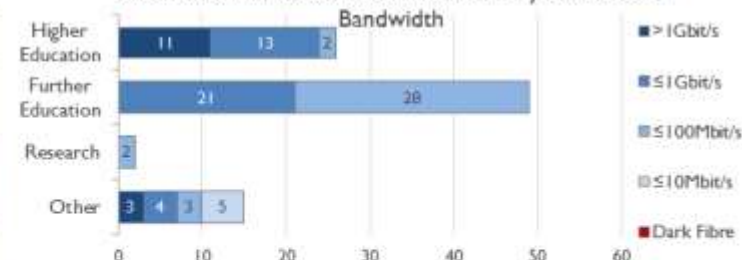
HE & FE Traffic - Yorkshire & Humberside



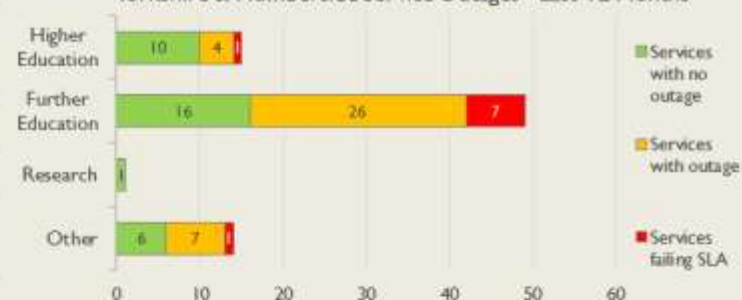
Yorkshire & Humberside HE & FE Traffic Against Janet HE & FE Traffic



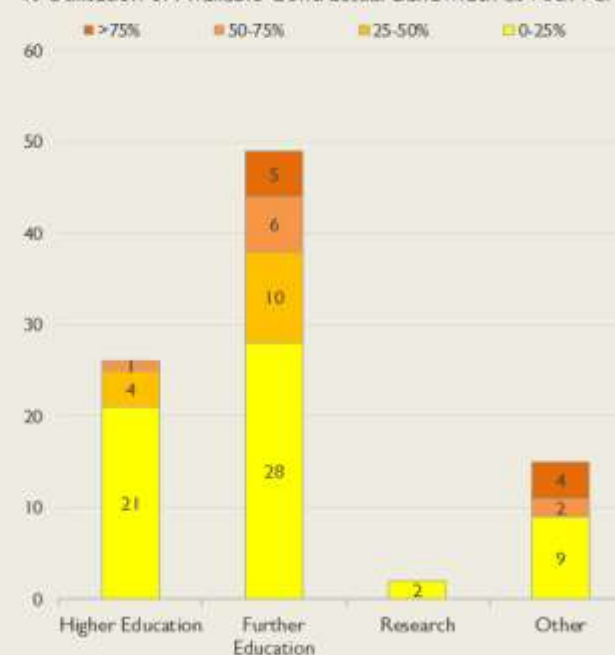
Connections in Yorkshire & Humberside by Contractual



Yorkshire & Humberside Service Outages - Last 12 Months



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Service Availability

The SLA target sets a minimum of 99.7% availability for each customer, averaged over a 12 month rolling period

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Askham Bryan College, York Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnsley College	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Bishop Burton College, Bishop Burton	99.72%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Bradford College	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Calderdale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Infirmary Road	100%	100%	100%	99.29%	100%	100%	100%	93.22%	100%	100%	100%	100%	99.38%
Craven College	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	100%	96.29%	100%	99.39%
Dearne Valley College	100%	100%	100%	99.29%	99.93%	100%	99.41%	100%	100%	100%	100%	100%	99.89%
Doncaster College, High Melton								100%	100%	100%	100%	100%	<12 Months
Doncaster College, The Hub	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Doncaster Deaf Trust	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
East Riding College, Beverley Campus	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	99.95%
Franklin College	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	99.96%	99.94%
Greenhead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	100%	96.29%	100%	99.39%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Henshaws Society for Blind People	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Huddersfield New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College, Harrogate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Leggott College	100%	100%	100%	99.29%	100%	100%	100%	93.36%	100%	100%	100%	100%	99.39%
Kirklees College, Dewsbury Centre	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Landmarks	100%	100%	100%	99.29%	100%	100%	100%	93.22%	100%	100%	100%	100%	99.38%
Leeds Beckett University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Printworks Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.67%	100%	100%	100%	99.89%
Leeds City College, Park Lane Campus	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Leeds City College, Keighley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Art	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Leeds College of Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds Trinity University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Longley Park Sixth Form College	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
New College Pontefract	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern College for Residential Adult Education	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Northern School of Contemporary Dance	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
North Lindsey College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Nottinghamshire College	100%	100%	100%	99.29%	100%	100%	100%	99.84%	100%	100%	100%	100%	99.93%
Notre Dame Catholic Sixth Form College	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Pennine Camphill Community Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rotherham College of Arts and Technology, Additional Connection				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Rotherham College of Arts and Technology	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Ruskin Mill Trust Limited, Freeman College							100%	100%	100%	100%	100%	100%	<12 Months
Scarborough Sixth Form College	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	100%	96.29%	100%	99.39%
Selby College	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	100%	96.29%	100%	99.39%
Sheffield Hallam University *	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
ShIPLEY College, Exhibition Road	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.95%
ShIPLEY College, Salt Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Leeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
The Sheffield College *	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Thomas Rotherham College	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
University of Bradford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Huddersfield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Scarborough Campus	100%	100%	96.43%	100%	100%	100%	99.26%	100%	100%	100%	96.29%	100%	99.33%
University of Hull, Hull Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Leeds *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sheffield *	100%	100%	100%	99.29%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
University of York *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wakefield College, Castleford Campus	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Wakefield College, Wakefield City Campus	100%	100%	99.97%	100%	100%	99.70%	100%	100%	100%	100%	100%	100%	99.97%
Wilberforce College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wyke Sixth Form College	100%	100%	100%	100%	100%	100%	98.86%	100%	100%	100%	100%	100%	99.90%
York College	100%	100%	100%	100%	100%	100%	100%	99.70%	100%	100%	100%	100%	99.97%
York St John University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Franklin College	16/09/2016 00:11	16/09/2016 00:29	00:00	00:18	Telco Maintenance	Telco maintenance not expected to affect this connection
Kirklees College, Dewsbury Centre	04/09/2016 12:10	04/09/2016 12:19	00:00	00:09	Telco Maintenance	Emergency maintenance
Leeds College of Building, Black Bull Street	22/09/2016 04:48	22/09/2016 08:17	00:00	03:29	Customer Equipment	Customer equipment fault
New College Pontefract	04/09/2016 12:10	04/09/2016 12:19	00:00	00:09	Telco Maintenance	Emergency maintenance
Leeds City College, Park Lane Campus	04/09/2016 12:10	04/09/2016 12:19	00:00	00:09	Telco Maintenance	Emergency maintenance

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Askham Bryan College, York Campus	1 Gbit/s	7%	10%	10%	11%	10%	11%	11%	10%	8%	3%	3%	10%
Barnsley College	1 Gbit/s	22%	25%	20%	21%	24%	22%	24%	26%	22%	8%	10%	24%
Bishop Burton College, Bishop Burton	1 Gbit/s	15%	17%	14%	18%	18%	16%	18%	16%	12%	3%	4%	15%
Bradford College	1 Gbit/s	21%	26%	21%	25%	23%	24%	24%	24%	18%	7%	5%	21%
Calderdale College	1 Gbit/s	63%	76%	51%	75%	69%	64%	50%	70%	53%	20%	1%	8%
Chesterfield College, Infirmary Road	1 Gbit/s	14%	16%	12%	17%	16%	15%	16%	17%	12%	3%	3%	12%
Craven College	100Mbit/s	47%	53%	43%	58%	49%	58%	55%	65%	52%	12%	12%	49%
Dearne Valley College	100Mbit/s	103%	113%	81%	67%	210%	184%	233%	17%	23%	7%	6%	16%
Doncaster College, The Hub	100Mbit/s	169%	202%	160%	161%	314%	294%	343%	369%	253%	85%	26%	57%
Doncaster Deaf Trust	100Mbit/s	11%	14%	11%	14%	13%	13%	15%	15%	17%	10%	15%	22%
East Riding College, Beverley Campus	1 Gbit/s	5%	5%	4%	5%	5%	6%	5%	6%	6%	1%	1%	4%
Franklin College	100Mbit/s	87%	95%	63%	39%	38%	36%	34%	39%	29%	4%	5%	39%
Greenhead College	100Mbit/s	20%	26%	19%	28%	29%	27%	26%	24%	15%	15%	3%	25%
Grimsby Institute of Further and Higher Education, Grimsby Campus	1 Gbit/s	18%	20%	18%	19%	22%	18%	20%	21%	17%	6%	4%	61%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100Mbit/s	34%	39%	31%	47%	43%	43%	47%	49%	43%	12%	10%	40%
Henshaws Society for Blind People	100Mbit/s	11%	10%	7%	10%	8%	10%	9%	11%	10%	12%	10%	10%
Huddersfield New College	1 Gbit/s	42%	64%	50%	63%	7%	7%	16%	17%	9%	4%	4%	8%
Hull College, Harrogate Campus	1 Gbit/s	2%	2%	2%	4%	4%	3%	3%	4%	3%	1%	<0.5%	2%
Hull College, Queen's Gardens	1 Gbit/s	12%	14%	13%	13%	12%	15%	14%	16%	11%	4%	3%	10%
John Leggott College	100Mbit/s	74%	76%	44%	72%	64%	67%	55%	41%	85%	8%	10%	91%
Kirklees College, Dewsbury Centre	1 Gbit/s	89%	97%	8%	10%	14%	13%	14%	16%	12%	1%	1%	13%
Kirklees College, Huddersfield Centre	1 Gbit/s	67%	80%	60%	94%	78%	8%	9%	9%	7%	2%	1%	9%
Landmarks	100Mbit/s	17%	24%	3%	2%	5%	5%	2%	2%	4%	4%	<0.5%	1%
Leeds Beckett University, City Campus	1 Gbit/s	34%	37%	31%	24%	37%	33%	41%	33%	15%	15%	13%	17%
Leeds Beckett University, Headingley Campus	1 Gbit/s	10%	14%	11%	10%	12%	13%	17%	13%	10%	10%	10%	10%

Connection	Current Bandwidth	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Leeds City College, Keighley Campus	100Mbit/s	32%	39%	28%	37%	35%	37%	35%	37%	30%	8%	5%	28%
Leeds City College, Park Lane Campus	1Gbit/s	15%	14%	11%	14%	14%	12%	9%	11%	9%	4%	3%	12%
Leeds City College, Printworks Campus	100Mbit/s	28%	49%	49%	59%	47%	84%	63%	90%	48%	22%	11%	33%
Leeds City College, Technology Campus	1Gbit/s	9%	10%	9%	10%	9%	13%	8%	13%	10%	2%	2%	10%
Leeds College of Art	1Gbit/s	9%	9%	5%	9%	10%	9%	11%	8%	2%	2%	2%	4%
Leeds College of Building, Black Bull Street	1Gbit/s	1%	2%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%
Leeds College of Building, North Street	100Mbit/s	17%	21%	15%	22%	18%	21%	21%	27%	28%	22%	10%	34%
Leeds College of Music	500Mbit/s	8%	10%	5%	9%	10%	9%	8%	9%	4%	3%	2%	6%
Leeds Trinity University	1Gbit/s	6%	7%	5%	5%	7%	6%	7%	5%	4%	4%	3%	6%
Leeds Trinity University, via Leeds Metropolitan	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Longley Park Sixth Form College	100Mbit/s	244%	204%	205%	246%	206%	133%	192%	168%	170%	184%	143%	175%
New College Pontefract	1Gbit/s	10%	15%	10%	15%	15%	13%	15%	11%	9%	1%	1%	14%
Northern College for Residential Adult Education	100Mbit/s	252%	216%	210%	251%	225%	168%	218%	202%	181%	192%	143%	176%
Northern School of Contemporary Dance	100Mbit/s	8%	9%	4%	8%	7%	8%	6%	8%	8%	5%	2%	7%
North Lindsey College	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
North Nottinghamshire College	1Gbit/s	68%	76%	60%	77%	7%	8%	4%	6%	5%	2%	2%	4%
Notre Dame Catholic Sixth Form College	100Mbit/s	39%	54%	36%	49%	36%	56%	44%	45%	31%	6%	3%	49%
Pennine Camphill Community Limited	100Mbit/s	11%	15%	13%	21%	19%	17%	15%	15%	15%	11%	9%	14%
Rotherham College of Arts and Technology	100Mbit/s	74%	80%	62%	45%	62%	67%	135%	100%	94%	49%	3%	12%
Ruskin Mill Trust Limited, Freeman College, via Sheffield	100Mbit/s	2%	3%	8%	7%	3%	3%	3%	4%	4%	3%	3%	5%
Scarborough Sixth Form College	100Mbit/s	32%	30%	16%	29%	27%	33%	33%	34%	17%	7%	20%	32%
Selby College	100Mbit/s	53%	59%	51%	71%	54%	58%	55%	63%	48%	10%	7%	57%
Sheffield Hallam University, City Campus	1Gbit/s	67%	72%	58%	45%	72%	62%	82%	52%	36%	35%	32%	41%
Sheffield Hallam University, Collegiate Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	14%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
ShIPLEY College, Salt Building	100Mbit/s	46%	59%	30%	58%	50%	52%	56%	68%	63%	11%	8%	51%
The Open University, Leeds	100Mbit/s	6%	6%	6%	7%	8%	6%	6%	5%	6%	5%	5%	6%
The Sheffield College, Hillsborough College	100Mbit/s	144%	169%	120%	128%	274%	242%	302%	332%	224%	69%	20%	116%
The Sheffield College, Sheffield City College	100Mbit/s	271%	275%	204%	217%	255%	234%	311%	292%	203%	58%	31%	119%
Thomas Rotherham College	100Mbit/s	134%	141%	106%	73%	222%	190%	251%	277%	199%	64%	3%	34%
University of Bradford, Link 1	1Gbit/s	9%	10%	7%	8%	10%	10%	12%	9%	5%	5%	5%	8%
University of Bradford, Link 2	1Gbit/s	22%	21%	16%	19%	21%	21%	23%	20%	16%	15%	16%	19%

Connection	Current Bandwidth	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
University of Edinburgh, Advanced Computing Facility, via Leeds	20Gbit/s								5%	9%	9%	12%	25%
University of Huddersfield, Link 1	10Gbit/s	56%	55%	49%	39%	56%	52%	57%	38%	26%	25%	22%	3%
University of Huddersfield, Link 2	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Hull, Hull Campus, Link 1	2Gbit/s	25%	27%	21%	18%	24%	19%	31%	29%	19%	16%	21%	22%
University of Hull, Hull Campus, Link 2	2Gbit/s	<0.5%	<0.5%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Hull, Scarborough Campus	1Gbit/s	3%	3%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%
University of Leeds, via Leeds (1)	10Gbit/s	37%	39%	37%	40%	43%	41%	42%	46%	24%	17%	18%	38%
University of Leeds, via Leeds (2)	5Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Sheffield, Brunswick Street	2Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	15%	56%	65%	35%	34%	18%
University of Sheffield, Hounsfield Road	4Gbit/s	85%	91%	88%	82%	90%	89%	92%	97%	71%	48%	47%	74%
University of York, Link 1	4Gbit/s	68%	74%	40%	76%	79%	72%	80%	82%	59%	27%	27%	47%
University of York, Link 2	4Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Wakefield College, Castleford Campus	100Mbit/s	58%	66%	48%	67%	61%	51%	74%	79%	58%	9%	10%	54%
Wakefield College, Wakefield City Campus	100Mbit/s	67%	75%	65%	79%	77%	79%	94%	85%	68%	18%	18%	62%
Wilberforce College	1Gbit/s	36%	43%	31%	47%	45%	46%	48%	45%	24%	8%	<0.5%	3%
Wyke Sixth Form College	1Gbit/s	94%	97%	70%	97%	96%	97%	96%	96%	88%	<0.5%	<0.5%	13%
York College	1Gbit/s	20%	25%	21%	25%	26%	28%	27%	27%	19%	2%	2%	20%
York St John University, Link 1	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
York St John University, Link 2	1Gbit/s	14%	15%	10%	10%	14%	13%	14%	12%	6%	6%	6%	13%